



LSM 3.5 SP3 Business + Prof. update

Manual

21.04.2023

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1 General

This manual describes how to update from a fully intact preceding version to the new LSM version 3.5 SP3. The Locking System Management software, LSM software for short, was developed to manage complex locking systems with SimonsVoss locking components.

Other documents are available to supplement this manual:

- *LSM software manual*

This manual describes the functions of the Locking System Management software 3.5 SP3.

- *SimonsVoss Smart User Guide*

Implement basic functions with the LSM software.

- *WaveNet manual*

Describes how to use the WaveNet radio network.

1.1 General safety instructions

Signal word (ANSI Z535.6)	Possible immediate effects of non-compliance
DANGER	Death or serious injury (likely)
WARNING	Death or serious injury (possible, but unlikely)
PRUDENCE	Minor injury
IMPORTANT	Property damage or malfunction
NOTE	Low or none



WARNING

Blocked access

Access through a door may stay blocked due to incorrectly fitted and/or incorrectly programmed components. SimonsVoss Technologies GmbH is not liable for the consequences of blocked access such as access to injured or endangered persons, material damage or other damage!

Blocked access through manipulation of the product

If you change the product on your own, malfunctions can occur and access through a door can be blocked.

- Modify the product only when needed and only in the manner described in the documentation.



NOTE

Intended use

SimonsVoss-products are designed exclusively for opening and closing doors and similar objects.

- ❑ Do not use SimonsVoss products for any other purposes.

Different times for G2 locks

The internal time unit of the G2 locks has a technical tolerance of up to ± 15 minutes per year.

Qualifications required

The installation and commissioning requires specialized knowledge.

- ❑ Only trained personnel may install and commission the product.

Modifications or further technical developments cannot be excluded and may be implemented without notice.

The German language version is the original instruction manual. Other languages (drafting in the contract language) are translations of the original instructions.

Read and follow all installation, installation, and commissioning instructions. Pass these instructions and any maintenance instructions to the user.

1.2 Product-specific safety instructions

PRUDENCE

Loss of locking system password

The locking system password is a central component of the security concept. The loss of the locking system password restricts the operation of the locking system and is a security risk.

1. Keep the locking system password safe (e.g. in a safe)!
2. Make the locking system password visible to authorised persons at all times!

1.3 Legal notes

The purchaser is expressly informed that use of the locking system (e.g. with access event logging and DoorMonitoring functions) may be subject to statutory permit requirements and employee rights to co-determination, especially with regard to data protection legislation. The purchaser or customer and the end user are responsible for ensuring that the product is used in compliance with the law.

Malfunctions may arise if the product is not used as agreed or is used in a non-standard way. They may also occur if the product undergoes repairs or modifications not expressly approved by SimonsVoss Technologies GmbH, or assistance with the product is obtained from a non-specialist service provider; do not use the product or have it repaired or serviced in this way. Any modifications not expressly permitted by SimonsVoss Technologies GmbH will result in the loss of the right to make liability or warranty claims or any specially agreed rights to make guarantee claims.

1.4 More information

This manual describes the update from an existing LSM software (*Version 3.X or higher*). This allows the user to programme SimonsVoss locking components and manage the locking system in a current software environment.



NOTE

This manual does not describe individual SimonsVoss locking components. You must consult the quick guides and manuals for the individual components to understand individual components.

Note that you must also update other software (e.g. LSM MOBILE, CommNode server and WaveNet Manager) when you update the LSM software.

2 Meaning of the text formatting

This documentation uses text formatting and design elements to facilitate understanding. The table explains the meaning of possible text formatting:

Example	button
<input checked="" type="checkbox"/> Example <input type="checkbox"/> Example	checkbox
<input checked="" type="radio"/> Example	Option
[Example]	Tab
"Example"	Name of a displayed window
Example	Upper programme bar
Example	Entry in the expanded upper programme bar
Example	Context menu entry
▼ Example	Name of a drop-down menu
"Example"	Selection option in a drop-down menu
"Example"	Area
Example	Field
<i>Example</i>	Name of a (Windows) service
<i>Example</i>	Commands (e.g. Windows CMD commands)
Example	Database entry
[Example]	MobileKey type selection

3 Preliminary remarks

- Observe the procedure and the system prerequisites. If you have any questions, please contact your retail specialist or your contact person in Software Support before updating (see Help & Contact).
- You must always carry out LSM installations or updates while logged on as an administrator with administrator rights.
- The required drivers are installed automatically if the patch update installation file is used.
- All clients (LSM installations on different PCs) must be updated for LSM Business and Professional. Non-updated clients will no longer be able to access the database after one client has been updated.

4 Preparation

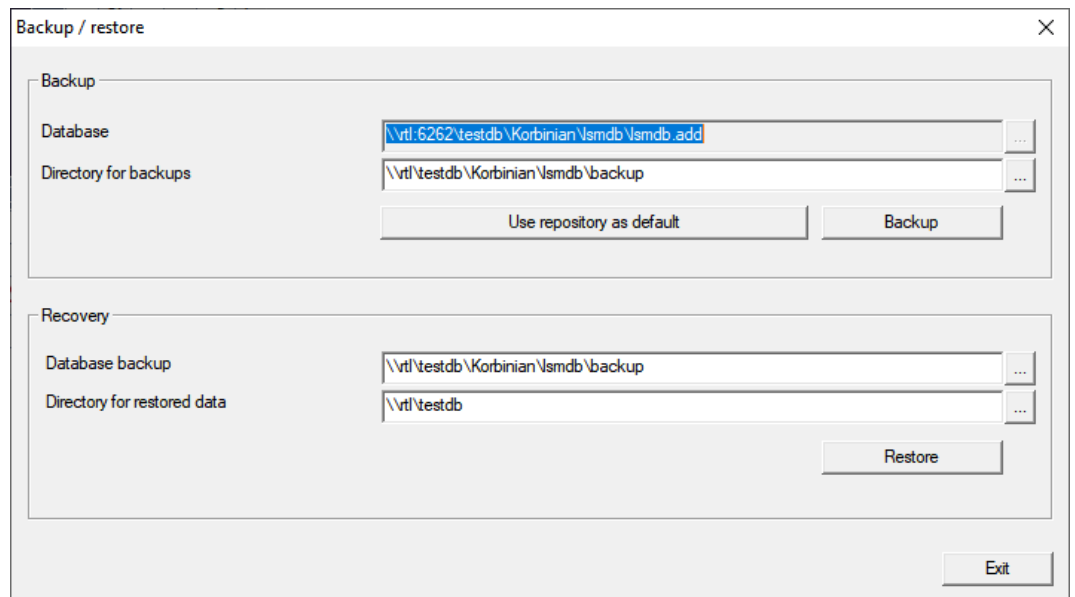
Administrator rights are required for the update.

4.1 Import data

1. Import all data from the gateways in your virtual network.
2. Import all data from your mobile devices.

4.2 Backing up the database manually

- ✓ LSM opened.
1. Select via | Database | the entry **Backup**.
 - ↳ Window "Backup / restore" opens.

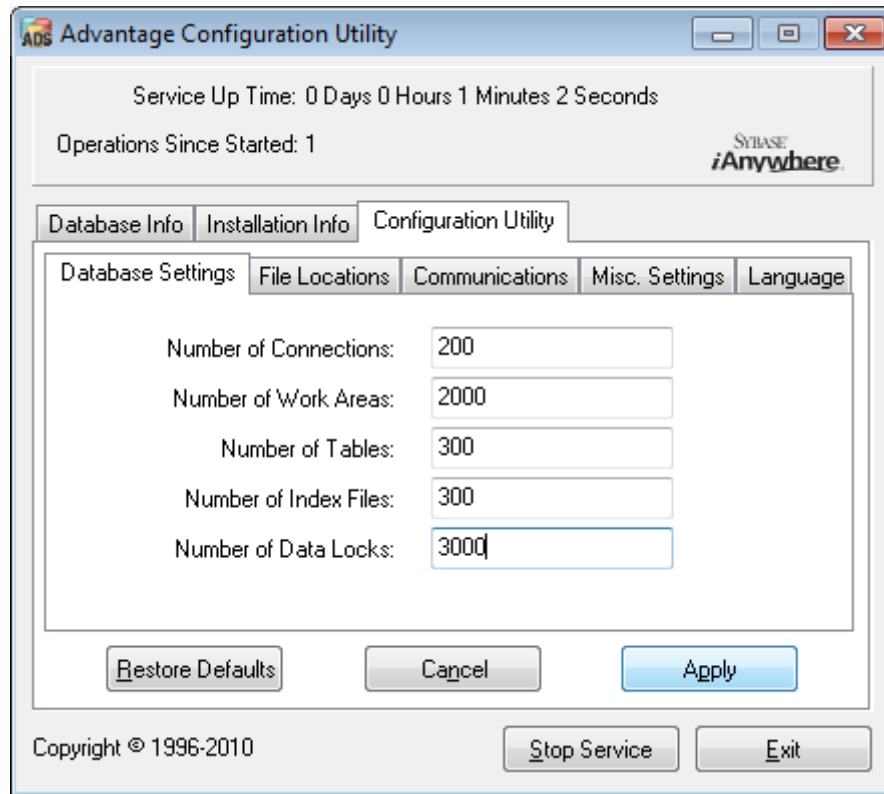


2. Specify the folder to save the database to in the area "Backup".
3. Click the button **Backup**.
 - ↳ Backup is created.
4. Click on the **Exit** button.
 - ↳ Window "Backup / restore" closes.

4.3 Quit services

- ✓ LSM closed at every client.
1. Open the operating system's window "Services".
 2. Quit the service *SimonsVoss CommNode Server*.
 3. Quit the service *SimonsVoss VNHost Server*.
 4. Quit the service *SimonsVoss Transponder Terminal Server*.
 5. Quit the service *SimonsVoss Smart.XChangeService*.

6. Open the window "Advantage Configuration Utility".



7. Click the button **Stop Service**.

8. If necessary, quit other services which access your database.

5 Installing the new software

Install ADS server and set up backup

1. Reinstall the ADS server (if LSM ADS is updated, 3.2 and older).
2. Configure the ADS server. (if LSM 3.2 or older is updated)
3. Set up a backup.



NOTE

Required version of the ADS server

As of LSM 3.4 SP1 or newer, you need the ADS server version 12.x. See the LSM manual for further information.

Installing LSM 3.5 SP3.

1. Install LSM Business.
2. Configure LSM Business.

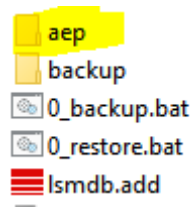
Installing the CommNode Server and Crystal Reports Hotfix

1. Install the update for the CommNode server.
2. Install the Crystal Reports hotfix.

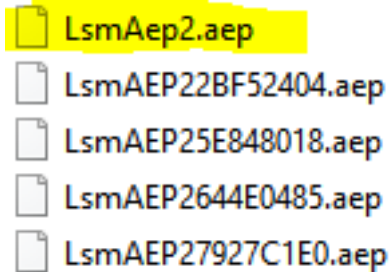
6 Adjust model database

Your installation directory contains a folder *db*, which includes a zip file *lsmdb* with a model database.

- ✓ LSM not opened.
 - ✓ Writing access in the directory of the LSM database.
1. Extract the model database anywhere you like.
 2. Open the folder *aep* in your extracted database.

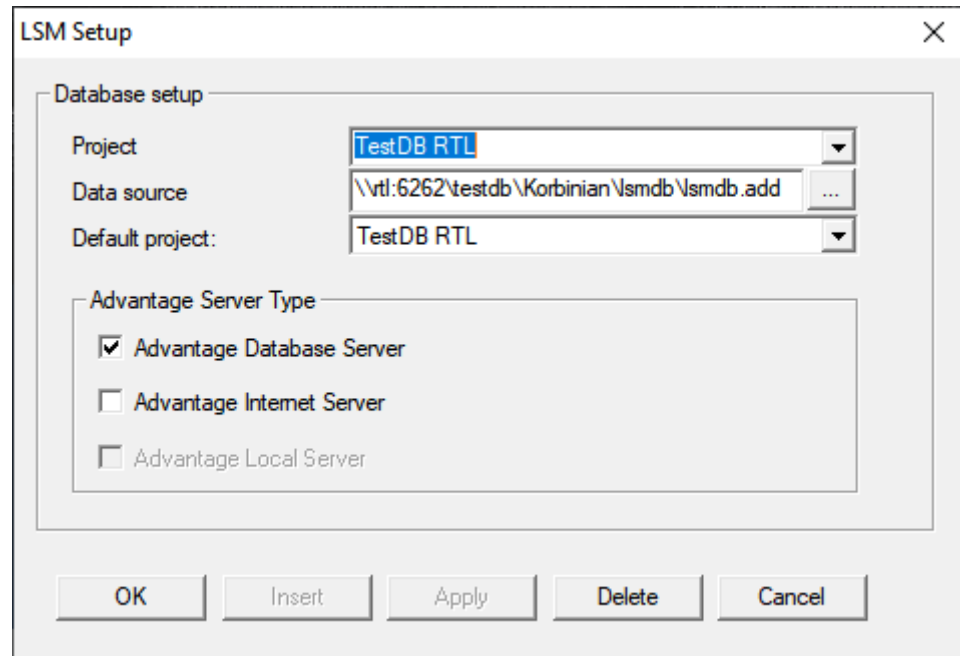


3. Copy the file *LsmAep2.aep*.
4. Open the directory of your LSM database (*lsmdb*).
5. Open the folder *aep*.
6. Replace the existing *LsmAep2.aep* with the copied *LsmAep2.aep*.



7. Launch LSM.

8. If necessary, use the setup to enter the UNC path to your *lsmdb.add* as data source.



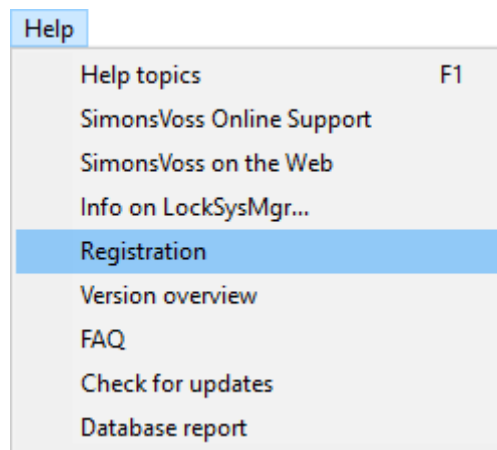
9. Click on the **OK** button.
10. Log in to the database with your credentials.

7 Register LSM

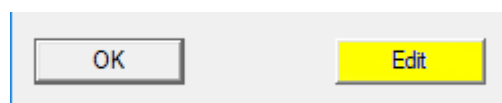
LSM needs to be registered. A registration file is created for this purpose and sent to a designated email address. You will then automatically receive a reply which contains your personal licence file. You can use this licence file to register LSM with the modules that you ordered.

Procedure

- ✓ LSM installation is implemented.
 - ✓ Delivery note with registration information is on hand.
 - ✓ Sending mails is possible.
1. In the tab | Help | click on the **Registration** button.
 - ↳ The Registration window opens.



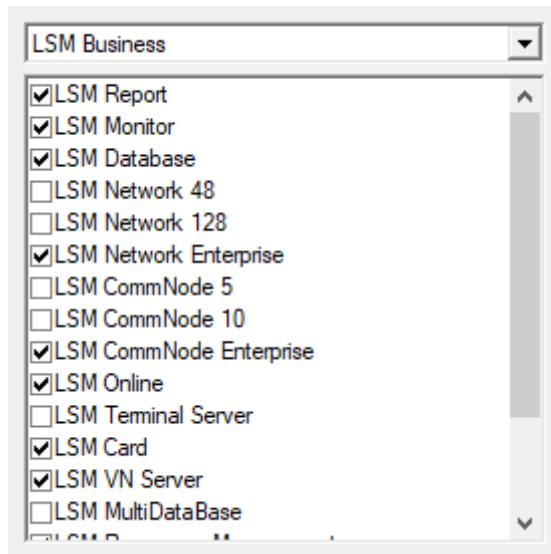
2. Click on the **Edit** button.



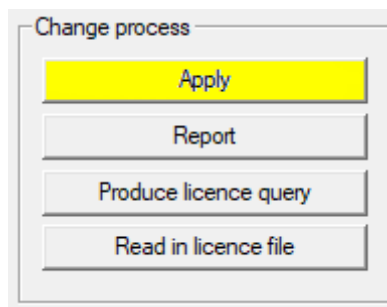
- ↳ The Edit registration window opens.
3. Complete the form.

A screenshot of a registration form. The form has several fields with labels on the left and input boxes on the right. The labels and their corresponding values are: 'Company:' with 'SimonsVoss', 'Address:' with 'FeringastraÙe 4', 'Town:' with 'Unterföhring', 'Postcode:' with '85774', 'Country:' with 'Deutschland', 'Contact:' with a blurred name, 'Tel:' with a blurred number, and 'Fax:' with a blurred number. The 'E-mail:' field is also present but its value is blurred.

4. Make sure the correct edition is selected (example: Business).

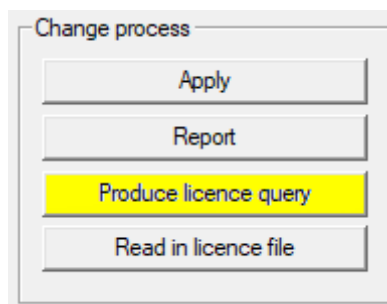


5. Click on the **Apply** button.

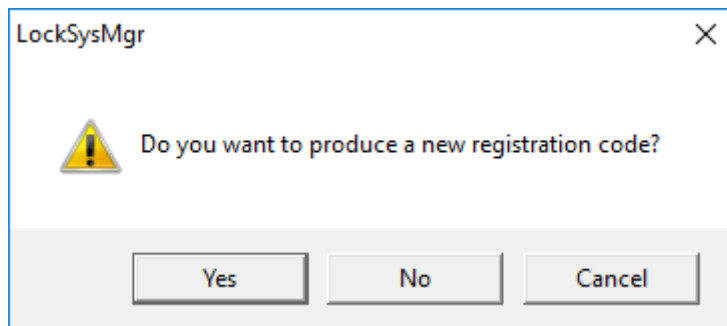


↳ The data record is saved.

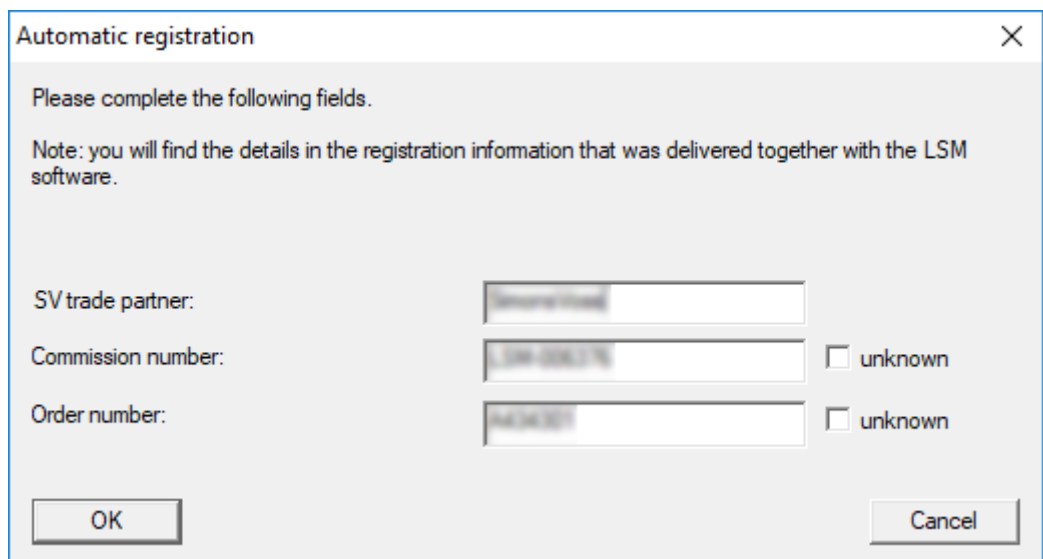
6. Click on the **Produce licence query** button.



7. Click on the **Yes** button to accept the query prompt.



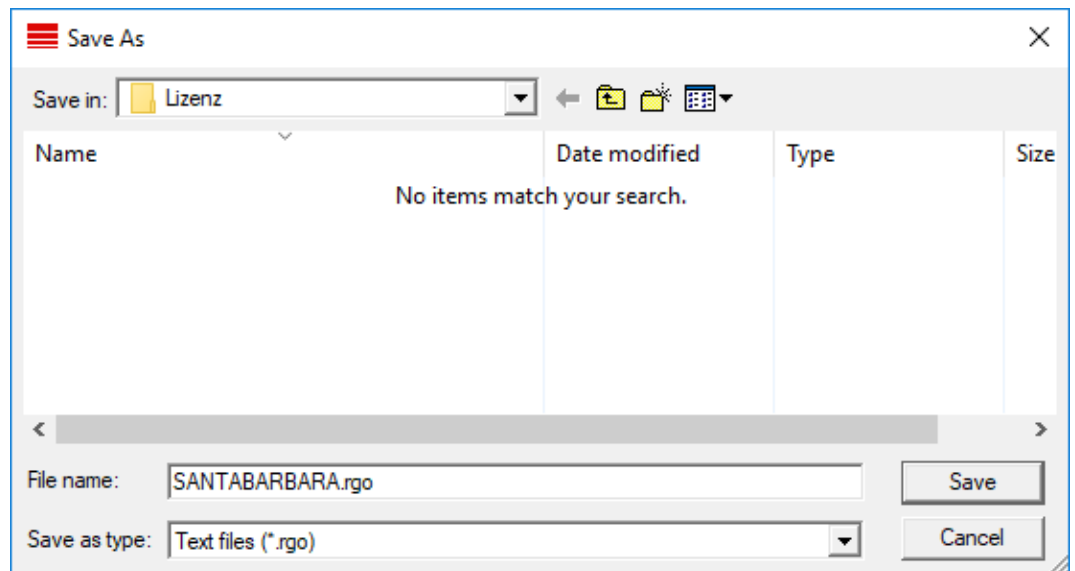
8. Complete the form (LSM consignment number in LSM-xxxxxx format; order number in Axxxxxx format).



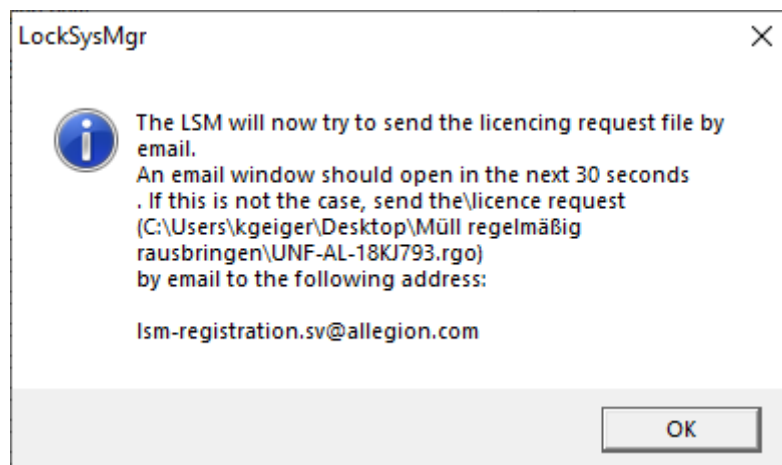
9. Click on the **OK** button.

- ↳ The RGO file is created.
- ↳ The Explorer window will open.

10. Save the RGO file to a directory of your choice.



11. Click on the **OK** button.



↳ The standard email client will open. An email is automatically generated with the RGO file attached.

12. If the RGO file is not attached, then attach it manually.

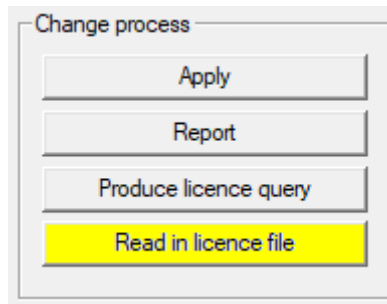
13. Send an email with the RGO file to lsm-registration.sv@allegion.com.

↳ Reply is automatically sent with the LIC file attached.

14. Save the LIC file to a directory of your choice.

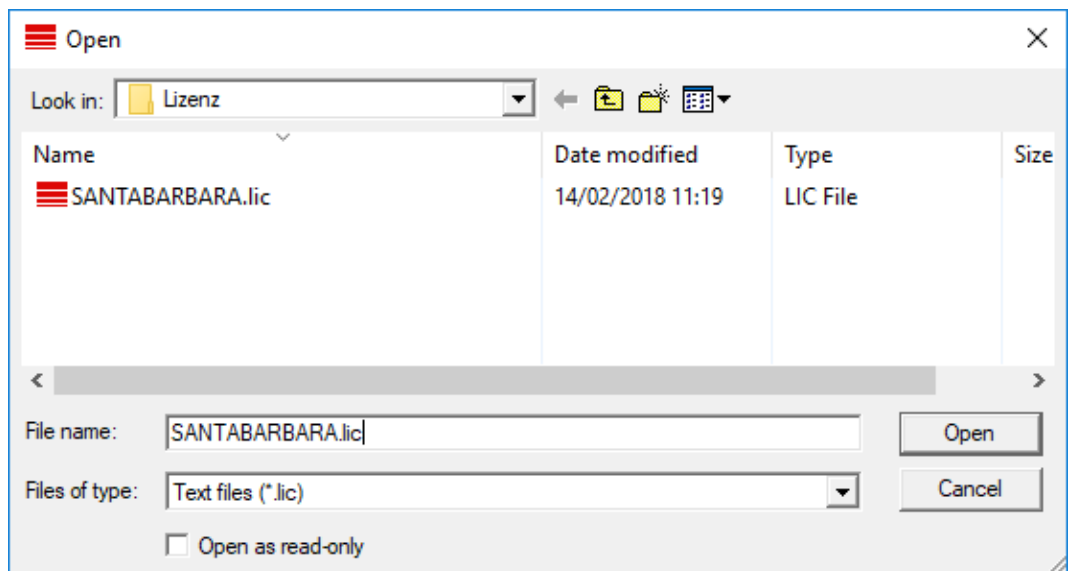
15. Switch back to LSM.

16. Click on the **Read in licence file** button.



↳ The Explorer window will open.

17. Select the LIC file.



18. Click on the **Open** button.

19. Click on the **OK** button to accept the prompt notice.

20. Re-start LSM.

↳ Registration is implemented.

8 Backing up the database automatically

Create resp. edit the batch script with a text editor to save the database automatically. Alternatively use the LSM installation toolbox.

The commands and the corresponding timeouts for Smart.XChange and the transponder terminal are optional:

```
■ net stop Smart.XChangeService /y resp. net start  
Smart.XChangeService /y
```

```
■ net stop TransTermSvr /y resp. net start TransTermSvr /y
```

You only need those if you actually use the services. Save the file with the extension .bat to the SimonsVoss folder. This batch script performs the following actions:

1. Stops services which use the database
2. Removes old backup
3. Copies database to the backup directory
4. Restarts services

Content of the batch script:

```
net stop VNHostSvr /y  
timeout /t 30  
net stop SVCommNodeSvr /y  
timeout /t 30  
net stop TransTermSvr /y  
timeout /t 30  
net stop Smart.XChangeService /y  
timeout /t 30  
net stop Advantage /y  
timeout /t 30  
rmdir /s /q C:\SimonsVoss\sv_backup\  
md C:\SimonsVoss\sv_backup\  
xcopy C:\SimonsVoss\sv_db\*. * C:\SimonsVoss\sv_backup\ /s /c /e  
net start Advantage /y  
timeout /t 30  
net start VNHostSvr /y  
timeout /t 30  
net start SVCommNodeSvr /y  
timeout /t 30  
net start TransTermSvr /y  
timeout /t 30  
net start Smart.XChangeService /y
```

Instad of the paths *C:\SimonsVoss\sv_backup* and *C:\SimonsVoss\sv_db*. ** enter your own paths resp. network paths to your database respectively to your backup directory.

In order to create backups use the Windows built-in task planner to execute this batch script regularly (ideally daily). Select the created script to be executed. No further parameters are necessary.

Please note:

Default settings for security options

- Execution with the "system" account instead of an administrator account
- Enable: Execute independently of whether users are logged in or not
- Enable: Do not save the password
- Enable: Execute with the highest privileges

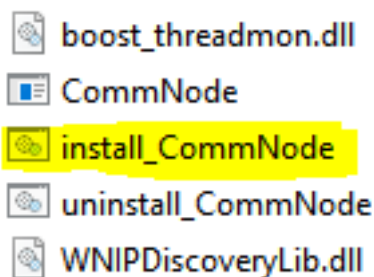
Contact your IT department. They are the system owner and therefore responsible for the correct execution of the backup jobs and the archivation of the backups.

9 Advanced LSM configuration settings

1. Adjust the local firewall rules on the client and server if necessary.
2. Adjust the reports if necessary (address data, logos, additional texts and similar).
3. Create/edit the user accounts for LSM if necessary.
4. If necessary: install other clients.
5. Change over to the server (on which the ADS has been installed).

Update and initialize CommNode server

1. Open the installation directory of the previous CommNode server.
2. Execute the file *uninstall_CommNodeSvr.bat* with administrator rights.
↳ Old CommNode server removed.
3. Call up the installation directory of the CommNode server (e.g. C:\Program Files (x86)\SimonsVoss\CommNode_3_5)
4. Execute the file *install_CommNodeSvr.bat* with administrator rights.



↳ CommNode server initialized.

```
C:\WINDOWS\system32>"C:\Program Files (x86)\SimonsVoss\CommNode installed
```

5. If no LSM GUI has been installed on the server, install the OLEDB driver (oledb.exe) now.
6. Change the language to English (as with ADS Server installation).
7. Launch LSM and log on.

- Navigate to the menu item | Network | - **Communication nodes** and configure/change the CommNode server's name and computer name if necessary.

Name: CommNodeSrv
 Computer name: SANTABARBARA
 Full computer name:
 IP port: 6002
 Description:
 Search for port:
 Connections:

Type	COM port	
WN over TCP ce...	192.168.100.15	
WN CentralNode	COM3	

Ping
 Config files
 Transmit

- If necessary: Configure the task manager and add the CommNode server to it.

Task service
 Task service and event service run on the following
 CommNode server:
 SANTABARBARA : CommNodeSrv
 Apply
 Start Not available Stop

- If present and not implemented in previous versions: relocate the existing WaveNet router from local connection points to the existing CommNode server.

Connections:

Type	COM port	
WN over TCP ce...	192.168.100.15	
WN CentralNode	COM3	

Ping
 Config files
 Transmit
 Test
 Edit
 Add
 Remove
 Move

11. Create the configuration files in the communication node

Name: CommNodeSrv
 Computer name: SANTABARBARA
 Full computer name:
 IP port: 6002 Search for port
 Description:
 Connections:

Type	COM port	
WN over TCP ce...	192.168.100.15	
WN CentralNode	COM3	

Ping
Config files
 Transmit

12. Copy the 3 files created on the server into the CommNode server installation directory (C:\Program Files (x86)\SimonsVoss\CommNodeSvr_3_5\)

13. Then launch the CommNode server service (*SimonsVoss CommNode Server*) manually (in the "Services" window on your Windows operating system).

14. Check the connection by pressing on ping in the communications node.

Name: CommNodeSrv
 Computer name: SANTABARBARA
 Full computer name:
 IP port: 6002 Search for port
 Description:
 Connections:

Type	COM port	
WN over TCP ce...	192.168.100.15	
WN CentralNode	COM3	

Ping
 Config files
 Transmit

↳ Future WaveNet components all need to be assigned to the communication node and not to local connection points.

9.1 Classic WaveNet (no WaveNet Manager)

1. Implement your WaveNet components if necessary.
2. Test the connection to the WaveNet components.

9.2 WaveNet Manager

9.2.1 Unpacking

If you work with several LSM databases: Use a separate WaveNet Manager folder (e.g. subfolder) for each LSM database. This will help you avoid differently configured strings.

LSM Basic Online

Unpack the WaveNet Manager into a suitable directory.

SimonsVoss recommends creating the output folder of the WaveNet Manager in the same directory. Therefore, select a directory with free write access, e.g:

C:\WaveNet-Manager.

LSM Business/Professional

Unpack the WaveNet Manager into a suitable directory (usually a folder on a network drive). SimonsVoss recommends creating the output folder of the WaveNet Manager in the same directory.

Follow these recommendations for the directory:

- The directory is located on the LSM Business server. The server and client can have different port releases. The WaveNet Manager should therefore always be started from the server. Otherwise, client-side port releases may be missing and communication problems may occur during subsequent operation.
- All clients or users who are to work with the WaveNet Manager have *read/execute* permission for the released folder. Grant the clients or users this right if it does not exist.
- If you are working with several LSM databases: Create a separate subdirectory for each database, which contains a separate output folder. Unpack the WaveNet Manager into each subdirectory. From the respective LSM databases, call up the WaveNet Manager in the appropriate subdirectory and select the output folder of the appropriate subdirectory.

9.2.2 Update

If WaveNet Manager has already been installed, you only need to replace the following files in the WaveNet installation folder to implement the update:

- boost_threadmon.dll
- WaveNetManager.exe
- WNIPDiscoveryLib.dll

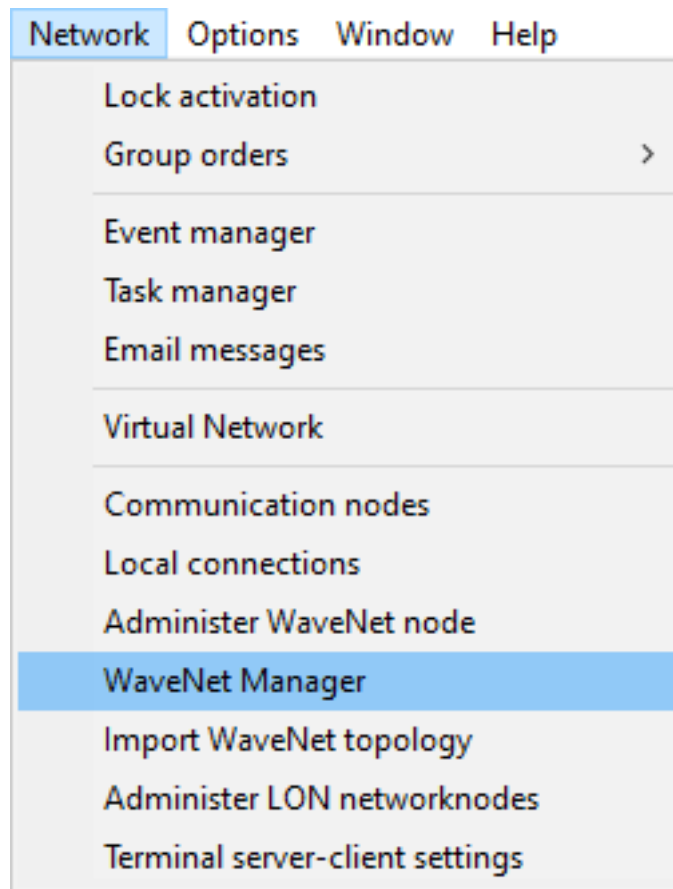
The latest version of the WaveNet Manager can be found on the website:
<https://www.simons-voss.com/en/service/software-downloads.html>

9.2.3 Start

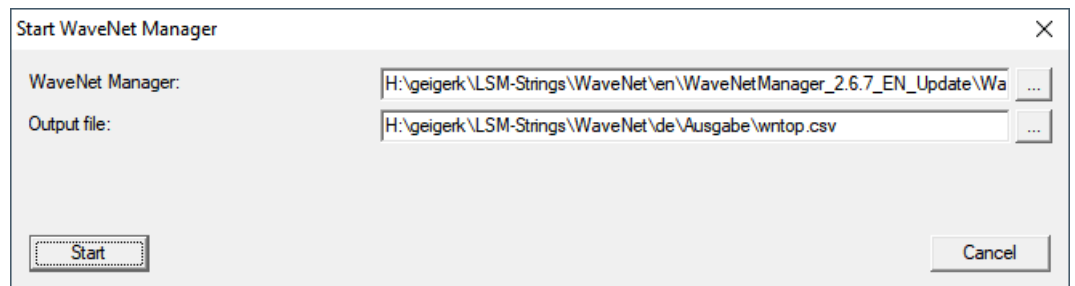
9.2.3.1 Best Practice: From the LSM software

✓ LSM is started with administrator rights.

1. Open the WaveNet Manager via | Network | - **WaveNet Manager**.



2. Check the file paths.





NOTE

Error during saving due to missing write permissions

The WaveNet Manager cannot write to protected storage locations (such as C:\Program Files). The output is then redirected to the Virtual Store (see Checking and fixing the Virtual Store).

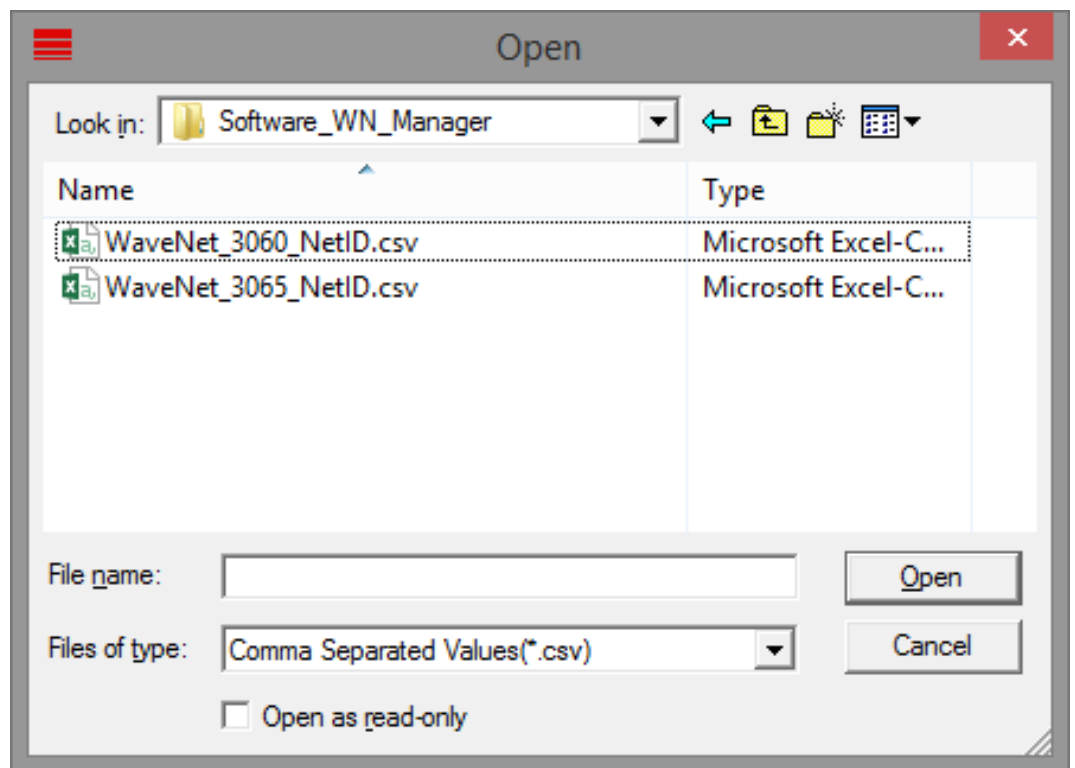
- Select a storage location for the output for which all users have write permission.

3. Click the button **Start** .
↳ WaveNet Manager opens.

9.2.3.2 Manually

Only start the WaveNet Manager manually if you do not want to connect the WaveNet to be configured directly to the LSM and only want to use the I/O function, for example.

1. Execute the file "WaveNetManager.exe" in the installation directory.
2. Select your topology or create a new network using the **Cancel** .



- ↳ The WaveNet Manager opens.

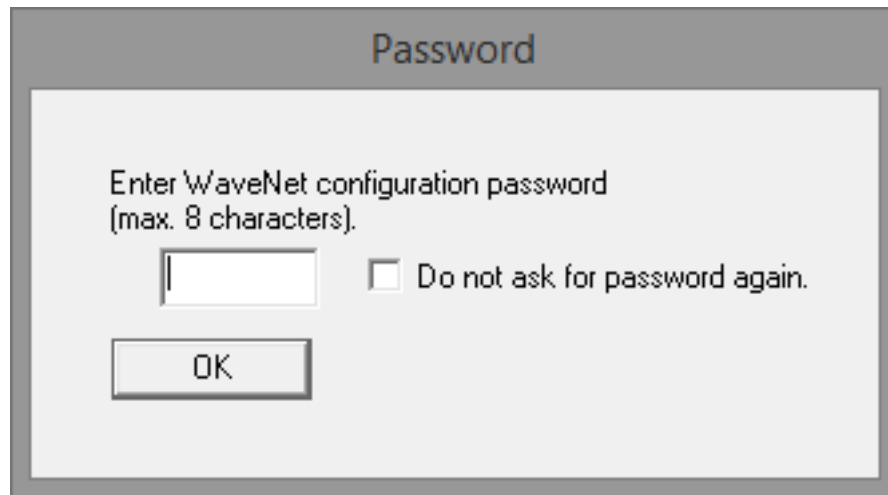
If more than one WaveNet topology is available, a dialogue box appears. In the dialogue box, select the network that you would like to edit. If you do not select a topology (**Cancel**), the WaveNet Manager starts and a new network can be created.

If you previously started the WaveNet Manager via LSM and are now starting it locally, LSM cannot tell the WaveNet Manager what the previous WaveNet looks like. In this case you create a new WaveNet.

9.2.4 Password

The password must contain 1-8 characters. Otherwise you can choose your password freely. This password is programmed into all WaveNet components. It is not possible to change the password retroactively!

The password prevents accidental reprogramming of your existing or third-party networks. It is imperative that you only use one password per WaveNet database.



IMPORTANT

Password assignment at first start

You can only assign the password when you first start the WaveNet Manager. If you do not assign a password when you first start the WaveNet Manager, you will not be able to assign a password afterwards. The password is then empty.

- Assign a password the first time you start the WaveNet Manager.

9.3 CommNode server configuration

A connection is required to the LSM database to launch the CommNode server service. This is set up using three XML configuration files.

9.3.1 Generating the configuration files

1. Start LSM and log on to the database.
2. Network menu/Communication nodes/Config files

3. Copy the 3 configuration files onto the server into the CommNode server installation directory (default path: C:\Program Files (x86)\SimonsVoss\CommNodeSvr_3_5).
4. Execute install_CommNodeSvr.bat using administrator rights. The SimonsVoss CommNode server service is now registered.
5. Launch the SimonsVoss CommNode server service on Windows Control Panel/Administration/Services.

10 Start services

1. Open the window "Advantage Configuration Utility".
 2. Click the button **Start Service**.
 3. Open the operating system's window "Services".
 4. Start the service *SimonsVoss CommNode Server*.
 5. Start the service *SimonsVoss VNHost Server*.
 6. Start the service *SimonsVoss Smart.XChangeService*.
 7. Start the service *SimonsVoss Transponder Terminal Server*.
- ↳ Services are running. You may log in to the LSM.

11 Completion

Use the backup file that you generated (*Backing up the database automatically* [▶ 19]) to create a task to automatically back up the database directory in Windows Task Scheduler. Test it once it is created.

12 LSM Mobile version update

Please note that the LSM Mobile update version must correspond to the version which SimonsVoss has explicitly matched to the LSM software version.

12.1 LSM MOBILE PC version update

You do not need to uninstall the old version of your LSM Mobile.

- Start the setup file of the current version and follow the instructions.

13 Service pack update

13.1 General information

The installation of LSM software updates (e.g. service packs) is described below. Software updates sometimes contain new functions and improved stability. It is thus recommended to implement regular updates at all times.

13.2 Preliminary remarks

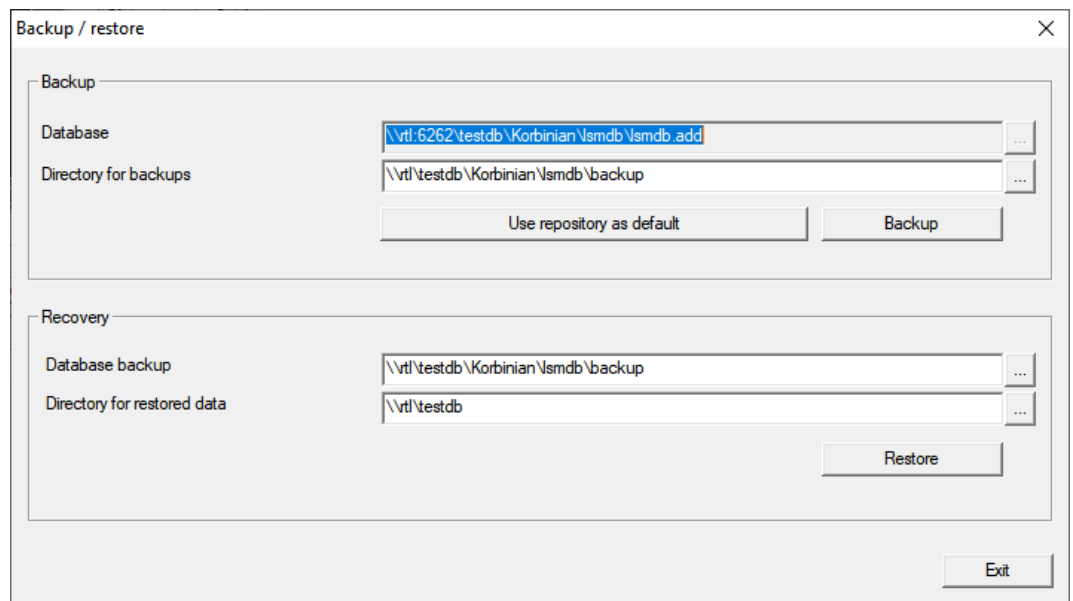
- Observe the procedure and the system prerequisites. If you have any questions, please contact your retail specialist or your contact person in Software Support before updating (see Help & Contact).
- You must always carry out LSM installations or updates while logged on as an administrator with administrator rights.
- The required drivers are installed automatically if the patch update installation file is used.
- All clients (LSM installations on different PCs) must be updated for LSM Business and Professional. Non-updated clients will no longer be able to access the database after one client has been updated.

13.3 Import data

1. Import all data from the gateways in your virtual network.
2. Import all data from your mobile devices.

13.4 Backing up the database manually

- ✓ LSM opened.
- 1. Select via | Database | the entry **Backup**.
 - ↳ Window "Backup / restore" opens.

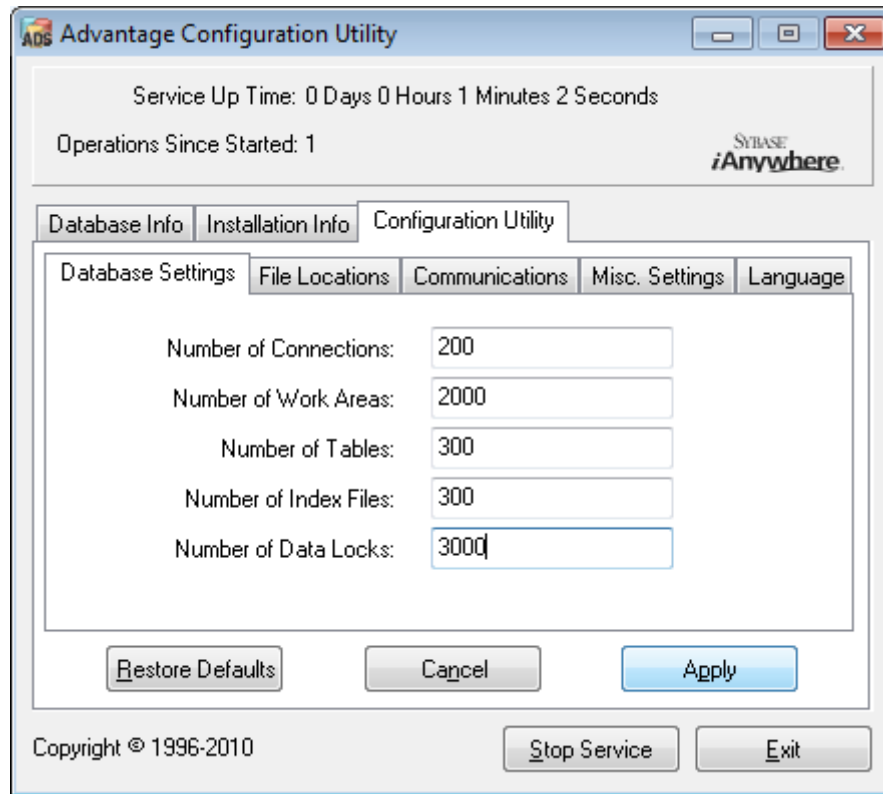


2. Specify the folder to save the database to in the area "Backup".
3. Click the button **Backup**.
 - ↳ Backup is created.
4. Click on the **Exit** button.
 - ↳ Window "Backup / restore" closes.

13.5 Quit services

- ✓ LSM closed at every client.
1. Open the operating system's window "Services".
 2. Quit the service *SimonsVoss CommNode Server*.
 3. Quit the service *SimonsVoss VNHost Server*.
 4. Quit the service *SimonsVoss Transponder Terminal Server*.
 5. Quit the service *SimonsVoss Smart.XChangeService*.

6. Open the window "Advantage Configuration Utility".



7. Click the button **Stop Service**.
8. If necessary, quit other services which access your database.

13.6 Procedure

1. Install the service pack with administrative rights.
↳ Installation is up to date.
2. If you use the CommNode server: Update it (see *CommNode server update* [▶ 34]).
3. If you don't have writing access to the database's folder: The model database has to be modified before the LSM is used (see *Adjust model database* [▶ 12]).

13.6.1 CommNode server update

13.6.1.1 Procedure

1. Go to your software installation package.
2. Open the folder which contains your LSM installation.
↳ You will also find the set-up file for the CommNode server there.
3. Execute the set-up file.

4. Follow the installation routine instructions.
 - ↳ The CommNode server, the CommNode and the VN server are now installed.

13.6.1.2 CommNode server configuration

A connection is required to the LSM database to launch the CommNode server service. This is set up using three XML configuration files.

Generating the configuration files

1. Start LSM and log on to the database.
2. Network menu/Communication nodes/Config files
3. Copy the 3 configuration files onto the server into the CommNode server installation directory (default path: C:\Program Files (x86)\SimonsVoss\CommNodeSvr_3_5).
4. Execute install_CommNodeSvr.bat using administrator rights. The SimonsVoss CommNode server service is now registered.
5. Launch the SimonsVoss CommNode server service on Windows Control Panel/Administration/Services.

13.7 Start services

1. Open the window "Advantage Configuration Utility".
 2. Click the button **Start Service**.
 3. Open the operating system's window "Services".
 4. Start the service *SimonsVoss CommNode Server*.
 5. Start the service *SimonsVoss VNHost Server*.
 6. Start the service *SimonsVoss Smart.XChangeService*.
 7. Start the service *SimonsVoss Transponder Terminal Server*.
- ↳ Services are running. You may log in to the LSM.

13.8 Completion

Use the backup file that you generated (*Backing up the database automatically [▶ 19]*) to create a task to automatically back up the database directory in Windows Task Scheduler. Test it once it is created.

14 Help and other information

Information material/documents

You will find detailed information on operation and configuration and other documents on the website:

<https://www.simons-voss.com/en/documents.html>

Software and drivers

Software and drivers can be found on the website:

<https://www.simons-voss.com/en/service/software-downloads.html>

Declarations of conformity

You will find declarations of conformity and other certificates on the website:

<https://www.simons-voss.com/en/certificates.html>

Technical support

Our technical support will be happy to help you (landline, costs depend on provider):

+49 (0) 89 / 99 228 333

Email

You may prefer to send us an email.

support-simonsvoss@allegion.com

FAQs

You will find information and help in the FAQ section:

<https://faq.simons-voss.com/otrs/public.pl>

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